



Job Opportunity

State Controller's Office

Position: Staff Services Manager II (Supervisory) - 3 positions
Subject to the Budget Enactment

Statewide

Location: Division of Collections
3301 C Street, Suite 712, Sacramento, CA 95816

Issue Date: June 29, 2007

Final Filing Date: Until Filled

Contact/Telephone:

Maria Martinez, (916) 327-9469

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list. SROA/Surplus candidates are encouraged to apply.

* Free Parking Provided

California Relay Service: 1-800-735-2929

Position Number(s): 051-550-4801-XXX
051-550-4801-XXX
051-550-4801-XXX

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

The Division of Collections is seeking highly qualified and motivated candidates for multiple Section Chief positions at the Staff Services Manager II level within the Unclaimed Property Program. The program is undergoing a major restructuring to improve the delivery of service to the public and to increase efforts to reunite owners with their lost property. The selected candidates will work closely with their Bureau Chief as well as the Chief and Assistant Chief, Division of Collections, in developing and implementing new initiatives to reengineer the program. The available Section Chief positions may include the following duties:

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Oversee the development and monitoring of production and staffing plans to ensure public inquiries are responded to timely and accurately, and claims not resolved through normal processes are identified and resolved by the Claims Advocate Unit;
- Participate in and oversee the development and delivery of holder outreach efforts to educate the employer community in their reporting requirements under the Unclaimed Property Law. This includes developing user-friendly instructions, publishing information on the web site, conducting seminars, sending information materials to holder organizations to increase awareness of reporting responsibilities, partnering with the Reporting Unit to identify holder reporting issues that require outreach and education, and partnering with the holder community and professional organizations to develop and enhance the holder outreach program;
- Oversee the development and monitoring of production and staffing plans to ensure that processes and



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programs to locate and notify owners of unclaimed property are implemented and executed, interagency agreements are entered into as necessary, contracts with commercial database providers are procured, a systematic process for conducting manual research to locate owners is developed and in place, technical training needs of the Bureau are identified and courses are developed and delivered, claims meeting specified review criteria are reviewed, procedures are developed, and special projects are established as necessary to support Bureau operations;

- Managing the evaluation of unclaimed property claims to ensure timely and accurate completion;
- Managing the Unclaimed Property Program accounting processes for securities, revenues and disbursements;
- Managing the holder report processing activities and the safe deposit box activities;
- Establish and communicate roles, responsibilities, standards, procedures, policies, and guidelines for conduct and performance of tasks;
- Recommend operations goals, and review the Section's performance against those goals;
- Monitor production plans and ensure that statistical data necessary to manage operations is being gathered and monitored;
- Ensure that sound personnel management practices are followed in the bureau; and
- Act as mediator for change to ensure staff understanding and acceptance of the changes that are underway.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

All hires will be subject to a background check.

For permanent positions, SROA and Surplus candidates should attach "surplus letters" to their application. Failure to do so may result in your application not being considered.

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Division of Collections
3301 C Street, Suite 712
Sacramento, CA 95816

Attn: Maria Martinez

Reference Number 0628-ADM2, 051-550-4801-XXX. (Candidate must indicate this Reference Number on resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD 678).